

1600
6 June 1997

E-Mail ALPERSRU 0/97

Subj: HRSIC BUSINESS LINE RESPONSIBILITIES AND CONTACT NUMBERS

Purpose This E-mail ALPERSRU publishes a listing of HRSIC business lines responsibilities, telephone numbers, E-Mail addresses and FAX numbers.

Discussion Following renaming of PPC to HRSIC and to clarify some internal business line reorganization the time is right to correct business line contact information and correct telephone and FAX number or E-Mail address to facilitate communications.

The 1-800 number is provided for information only and should only be used by individuals who do not have FTS access.

Action Please update any HRSIC listings you may have with the below listed numbers and ensure this ALPERSRU E-Mail is routed within your PERSRU.

All numbers are Area Code 913.

Please provide retirees (who are actually retired) who wish to contact RAS Customer Service the toll free number: 1-800-772-8724.

Directory	ISSUE OR CONCERN	HRSIC COGNIZANT BUSINESS LINE	PHONE NUMBER	E-MAIL ADDRESS
	ADHOC Reports	MIS	357-3635	ADHOC/HRSIC
	Advancements	ADV	357-3400	ADV/HRSIC
	BAQ Dependency Determinations	LGL	357-3595	LGL/HRSIC
	CUSTOMER SERVICE			
	Active & Reserve	MAS	357-3540	CST/HRSIC
	Retired	RAS	357-3415	RAS/HRSIC
	Travel	TVL	295-2250	CAT/HRSIC
	(Claim Information Automated System		1-888-872-4885)	
	DEATH			
	Active & Reserve	SES	357-3550	SES/HRSIC
	Retired & Annuitant	RAS	357-3415	RAS/HRSIC
	Dental Insurance	MAS	357-3540	MAS/HRSIC
	Evaluations, Enlisted	ADV	357-3400	ADV/HRSIC
	GARNISHMENTS			
	Active Duty	MAS	357-3507	MAS/HRSIC
	Retired	RAS	357-3415	RAS/HRSIC
	Legal	LGL	357-3595	LGL/HRSIC

ID Cards (Retirees)	RAS	357-3441	RAS/HRSIC
INDEBTEDNESS			
Overpayment 5			
Active & Reserve	MAS	357-3540	MAS/HRSIC
Retired	RAS	357-3415	RAS/HRS IC
Travel	TVL	295-2250	TVL/HRS IC
Other Indebtedness	DC	357-3616	DC/HRSIC
NONRECEIPT OF			
Allotment			
Active & Reserve	MAS	357-3506	MAS/HRSIC
Retired	RAS	357-3415	RAS/HRSIC
W-2 (IRS Form)	SES	357-3565	SES/HRSIC
1099R (Retiree w-2)	RAS	357-3415	RAS/HRSIC
LES (for unit)	MAS	357-3522	MAS/HRSIC
Pay			
Active & Reserve	MAS	357-3506	MAS/HRSIC
Retired	RAS	357-3415	RAS/HRSIC
Savings Bond	DC	357-3615	BONDS/HRSIC
Separation Pay	SES	357-3557	SES/HRSIC
Travel Pay	TVL	295-2250	TVL/HRSIC
Payment Approving			
Officials (PAO)	MAS	357-3598	MAS/HRSIC
Performance & Accuracy			
Reports (PAR)	MAS	357-3665	PT/HRSIC
PERSRU TRANSACTION INPUT			
Exception Report	MAS	357-3500	MAS/HRSIC
Polling	IRM	357-3575	IRM/HRSIC
SDAII Operations	SDM	357-3648	SDAI I /HRSIC
PMIS/JUMPS II	PJ2	357-3675	PJ2/HRSIC
Procedures/Manuals/			
PERSRU Newsletter	PRC	357-3695	PRC/HRSIC
Reserve Commissary			
Privilege Cards	MAS	357-3537	MAS/HRSIC
Reserve Point			
Statements	MAS	357-3540	MAS/HRSIC
Retired Pay	RAS	357-3415	RAS/HRSIC
SEPARATIONS	SES	357-3550	SES/HRSIC
Enlistment &			
Reenlistment Bonus	SES	357-3562	SES/HRSIC
Reserve Transition			
Benefits	SES	357-3554	SES/HRSIC
Confinement by Court-			
Martial with Punitive			
Discharge	SES	357-3562	SES/HRSIC
Service Validation	SES	357-3554	SES/HRSIC
TONOs	MAS	357-3540	MAS/HRSIC
Special Off-Line			
Payments	MAS	357-3500	MAS/HRSIC

Statement of Creditable Service	SES	357-3554	SES/HRSIC
TAX LEVIES			
Active & Reserve	MAS	357-3507	MAS/HRSIC
Retired	RAS	357-3415	RAS/HRSIC
Travel	TVL	295-2250	TVL/HRSIC
Unit File	MAS	357-3503	MAS/HRSIC

FAX NUMBERS

Staff	Business Line	FAX Number
ADV	Advancements	295-2668
DC	Debt Collection	295-2781
LGL	Legal	295-2956
MAS	Military Accounts Support	295-2594
		295-2638
RAS	Retiree & Annuitant Services	295-2639
SES	Separations, Entitlements, & Service Validations	295-2544
SDM	System Design Management	295-2722
TVL	TRAVEL	
East Coast #1		295-2837
East Coast #2		295-2976
West Coast #1		295-2835
West Coast #2		295-2960
OUTCONUS #1		295-2836
OUTCONUS #2		295-2859
CAT Team (Claims/ Customer Assistance Team)		295-2940

Released by

ISI
J. D. WILLIAMSON
Executive Officer